1. (Amended)   An automated call routing system that routes a telephone call by responding to a routing objective of a calling party, comprising:

a speech recognizer that determines at least one phrase from a speech utterance made by the calling party and outputs a digital phrase;

a topic identifier that receives the digital phrase and converts the digital phrase to at least one of a word stem and a word class and generates a topic output; and

a maximum benefit router that receives the topic output and determines where to route the telephone call in order to optimize at least one predetermined parameter, said telephone call routed based on maximum benefit.

14. (amended)   An automated call routing system that routes a call by responding to a routing objective of a calling party, comprising:

a recognizer that determines at least one phrase made by the calling party and outputs a second phrase;

a topic identifier that receives the second phrase and converts the second phrase to at least one of a word stem and a word class and generates a topic output; and

a maximum benefit router that receives the topic output and determines where to route the call in order to optimize at least one predetermined parameter, said telephone call routed based on maximum benefit.

REMARKS

This is in full and timely response to the Office Action mailed December 18, 2002. Entry of this Amendment is proper under 37 C.F.R. §1.116 since the amendment: (a) places the application in condition for allowance (for the reasons discussed herein); (b) does not raise any